



GREENBLUM & BERNSTEIN, P.L.C.  
Intellectual Property Causes  
1950 Roland Clarke Place  
Reston, VA 20191  
(703) 716-1191

2642  
\$

Attorney Docket No. 20419

In re application of : Robert R.BUSHEY et al

**Mail Stop Amendment**  
Group Art Unit: 2642

Application No. : 09/917, 746

Filed : July 31, 2001

Examiner: Hector A. AGDEPPA

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE  
RESPONSE CALL MANAGEMENT SYSTEM

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JUN 23 2004

**Mail Stop Amendment**

COMMISSIONER FOR PATENTS  
P.O.Box 1450  
Alexandria, VA 22313-1450

Technology Center 2600

Sir:

Transmitted herewith is an **Amendment under 37 C.F.R. 1.111** in the above-captioned application.

- \_\_\_ Small Entity Status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a previously filed statement.
- \_\_\_ A verified statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.
- \_\_\_ A Request for Extension of Time.
- \_\_\_ No additional fee is required.
- X A Supplemental Information Disclosure Statement, Form PTO 1449 & References cited.

The fee has been calculated as shown below:

| Claims After Amendment              | No. Claims Previously Paid For | Present Extra | Small Entity |     | Other Than A Small Entity |          |
|-------------------------------------|--------------------------------|---------------|--------------|-----|---------------------------|----------|
|                                     |                                |               | Rate         | Fee | Rate                      | Fee      |
| Total Claims: 24                    | *24                            | 0             | x 9=         | \$  | x 18=                     | \$0.00   |
| Indep. Claims: 4                    | **4                            | 0             | x 43=        | \$  | x 86=                     | \$0.00   |
| Multiple Dependent Claims Presented |                                |               | +145=        | \$  | +290=                     | \$0.00   |
| IDS                                 |                                |               |              | \$  |                           | \$180.00 |
| Total:                              |                                |               |              | \$  | Total:                    | \$180.00 |

\* If less than 20, write 20

\*\* If less than 3, write 3

\_\_\_ Please charge my Deposit Account No. 19-0089 in the amount of \$\_\_\_\_\_.

X A check in the amount of **\$180.00** to cover the \*filing/extension\* fee is included.

X The U.S. Patent and Trademark Office is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

X Any additional filing fees required under 37 C.F.R. 1.16.

X Any patent application processing fees under 37 C.F.R. 1.17, including any required extension of time fees in any concurrent or future reply requiring a petition for extension of time for its timely submission (37 C.F.R. 1.136(a)(3)).

*Will 2. Lyndell Reg. No.*  
Bruce H. Bernstein  
Reg. No. 29,027  
41,568

P29419.A05



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al. Group Art Unit: 2642  
Serial No : 09/917,746 Examiner: Hector A. AGDEPPA  
Filed : July 31, 2001 Confirmation No. 2766  
For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE  
RESPONSE CALL MANAGEMENT SYSTEM

**RESPONSE UNDER 37 C.F.R. §1.111**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

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Technology Center 2600

Sir :

In response to the Official Action of April 23, 2004, in which a three-month shortened statutory period for response was set to expire on July 23, 2004, Applicants respectfully request reconsideration and withdrawal of the outstanding rejections, as well as an indication of the allowability of all the claims pending in the present application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 8 of this paper.

# 9/a  
P.D.  
6/25/04

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